

# Happy New Fiscal Year!

By Rick Malinowski

**A**s we enter a new fiscal year, please accept my gratitude for a great year just ending. We have had many accomplishments of which we can be rightfully proud. In addition to running DoIT's business at a very high level of availability, here are some highlights:

- A new Human Resources Data Warehouse;
- Retirement of the 25 year old EMPL employee data system;
- Addition of 20 new sites and 6,000 radios to our Digital Trunked Radio system;
- Completion of Phase 1 of the Consolidated Email Project;
- A redundant path to the Internet;



◀ Rick Malinowski,  
CIO and Director of  
DoIT with the z890  
IBM mainframe

- Issued a RFP for a major upgrade to the Capital Complex phone system;
- Implementation of Gigabit speed to Denver metro area data locations—a major speed improvement;
- Many new security upgrades, including moving to a new location;
- 10 employee promotions;
- Creation of a Program Management Office;
- Several group reorganizations to create more efficiencies;
- An increase from 500,000 copies per month to 4 million with the addition of CBMS printing; and
- Network availability averaging 99.97%.

This is by no means all we did, just a few of the bigger highlights. All in all, FY05–06 was a successful year for DoIT and its customers by any account.

Here's to a great new fiscal year! ☀

## Statewide Email Consolidation Project Progresses

**T**he purpose of the Statewide Email Consolidated Project (SECP) is to combine email statewide should it make financial and business sense to provide this shared common service. The project is to be implemented via a series of phases. Phase 1 of the estimated \$10,000,000

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statewide email consolidation project ended in June. The next major step for the project is for the SECP Executive Sponsors Jeff Wells, Bob Lee and Henry Sobanet, to review the Phase 1 results and determine if the project should move forward.

Microsoft Consulting Services was hired to work with OIT and DoIT staff to deliver a report that addresses: 1) a functional requirements definition document, 2) a solution design document, 3) an operational framework for a consolidated email platform, and 4) recommend a deployment strategy for implementing the proposed solution.

The SECP steering committee members will base their determination to proceed or stop the consolidation project based on the findings in the report. Colorado will publish an RFP if the project is recommended for continuation.

Should the project move forward, the goal is to migrate all 19 Executive Branch state agencies to the same version of Microsoft Outlook and Exchange. This will allow the creation of a global address book available to all state agencies and employees statewide. Having a consolidated email system will improve security in that the email system will receive upgrades and patches at the same time, and will follow common email policies and procedures.

The SECP project team did significant research to establish a baseline for the state of email. The team surveyed 19 State agencies for their email administration and associated product needs. Information from the survey shows that the current environment uses 51 equivalent servers, 175 processors, and 10 terabytes of storage to support 26,677 users.

Other Key Baseline Statistics:

- Agencies reported a total of 26,677 email customers;



▲ SECP steering committee members Jeff Wells (left), and Henry Sobanet. Not pictured—Bob Lee

- 90% of agencies administer email within their agency;
- 94% of current email packages include a calendaring system or meeting scheduler;
- Average number of emails processed per month is 16,212,783;
- The overall mail storage size is 10 terabytes;
- 56% of agencies have a maximum mailbox size;
- Average size of PST is 1.041 gb;
- 95% of the agencies have a specific Email Acceptable Use policy;
- 10% have a legal requirement to save email;
- 43% have an email retention policy;
- 64% report that additional applications depend on the current email environment; and
- 1880 PDA's used to send/receive email. ☀



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## Personnel Record Usage And Access Made Easier

A newly created Human Resources Data Warehouse (HRDW) contains decades worth of centralized personnel and payroll information regarding State of Colorado employees. The HRDW houses all current and historical information on employees, positions and job classes. The HRDW consists of a website and several pre-defined reports that allow agency personnel to select and execute standard reports themselves. The new system is easier to use with agency personnel accessing the

State's HR and Payroll system via the web.

Agency responsiveness to management and legislative requests for HR information will be faster and more accurate with the consolidated data warehouses. Future enhancements to the HRDW will allow agency personnel to request, review and create their own reports on the spot, reducing the cost and time required for IT development.

Now that DoIT has created the warehouse, agencies must adapt their processes to use their extracts from the HRDW. Customers are encouraged to email HRDW support staff at [HRSupport@state.co.us](mailto:HRSupport@state.co.us) for assistance with using the new HRDW or obtaining security access to the HRDW. ☀

## EMPL Retired

Agency personnel using HR and Payroll transactions for State employees now have only one system of record to support called the Colorado Personnel & Payroll System (CPPS) with the retirement of EMPL in December 2005. The old EMPL data warehouse information contained decades worth of information that needed to be coded and transferred to the new Human Resource Database (HRDW).

Having just one interface to access Payroll and Human Resource information reduces the possibility of State workers' input errors, IT support costs, and user training requirements. It also allowed the Division of Information Technologies to retire the old personnel system called EMPL. The EMPL system

was created in 1981 and operated with old database software that had reached the practical end of its life cycle. Despite upgrades since that time, reporting processes were inadequate, labor intensive and did not provide customers with timely information required for good management decisions. Reporting was further complicated by the need to produce data from two separate sources.

Implementation of the HR data warehouse was critical to the retirement of the EMPL system and to consolidate all human resource functions into the CPPS system.

Future improvements include discontinuing the current practice of using an Employee SSN as the key to the State's personnel and payroll files. It will also allow employee self service features for state workers to update their own personal and W-4 information, and to view their own payroll information. ☀

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## RFP Issued For Phone System Upgrade

The RFP for the \$10,000,000 Capitol Complex telephone upgrade was issued on June 8th and closed on July 10th. Selection of the winning vendor is expected in August. Some of the major RFP objectives are to implement a Voice Over Internet Protocol (VOIP) based solution on our Multi-Use Network (MNT) network, acquire a single lease and maintenance contract while leveraging our State data network, and to build in disaster recovery and business continuity functionality. DPA will implement a Capitol Complex IP based solution on our MNT converged voice and data network once the old PBX system is retired. [Gartner](#) research staff reviewed DoIT's RFP and praised it as the best solicitation seen on this type of purchase.

The Capitol Complex telephone upgrade is estimated to span eighteen months for total project implementation. DoIT is leveraging its current funding to pay for this new system.

Phase I of the project focuses on RFP development, publication and evaluation. State CIOs were requested to share information requirements in building the RFP and to provide names of technology experts who could serve on the evaluation committee.

There are 9,000 end users, 13 primary, and 16 remote switch sites using the old legacy PBX at the Capitol Complex, Fort Logan, 1580 Logan, 690 Kipling Street, Camp George West and W. 2nd Avenue. This PBX system was built over a ten-year period and based on business requirements and technology of the day. It has now reached end-of-life expectancy. More information on the project can be found at DoIT's Capitol Complex Telephony Internet site. ☀

## New Deputy Director Of Security

As the Cyber Security Program for Colorado continues to ramp up, it is necessary to provide additional leadership and support to the DoIT Security Group. **Guy Mellor**, currently Deputy Director for DoIT and leader of Computing Services, assumes the new role of Deputy Director for Security on August 1. He has matrix reporting responsibilities to **Rick Malinowski**, DoIT's Division Director and CIO, and to **Mark Weatherford**, the Colorado Chief

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▲ Left to right—Guy Mellor, Acting Deputy Director of Security; Susan McMillin, Security Manager; Rick Malinowski, DoIT's CIO and Division Director; and Mark Weatherford, Colorado's Chief Information Security Officer.



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Information Security Officer. Teaming Guy and Susan McMillin's efforts will drive DoIT toward producing the many new challenging security projects planned for the future. Guy will continue to direct the State Consolidated Email Project (SECP) with his team, but will largely focus on leading the Security program for DoIT.

**Susan McMillin** and the security group will report to Guy. This will allow the initiatives to not only continue day to day operations, but also to move the many planned security projects forward. Susan is a member of the DoIT Senior leadership team and is a member of the DoIT Change Review Board.

**Kathy Olivas**, currently the Computer Operations Manager, will assume the leadership of the Computing Services Section through the end of 2006.

**Grace Cary**, currently the first shift Computer Operations Supervisor, will assume the duties of Data Center Manager for the same time period.

## New Security Measures

DoIT's Information Security Operations Center, known as the ISOC, partnered with the State's Chief Information Security Office (CISO) to implement the Colorado Information Security Program (CISP). The CISP program is funded by a grant from the Governor's office. DPA-DoIT is already implementing joint security projects with the CISO focused on ensuring that the MNT and other common IT services and infrastructure shared by many agencies is secure enough to meet evolving standards and good practice.



◀ **Left—Grace Cary,  
Acting Data Center  
Manager**

**Below—Kathy Olivas,  
Acting Computer  
Services Manager** ▼



These organizational changes are effective August 1 and extend through the end of calendar year 2006. ☀

The ISOC has implemented a new Network Security Monitoring Contract using a grant from Homeland Security. The new contract helps DoIT secure the MNT by adding firewall and key server data to the intrusion detection data previously collected. In addition, the new contract uses security event correlation software to make sure we detect and respond to real threats. This improved monitoring helps ensure that the ISOC provides agencies with the data they need to focus on their true security risks, and not a theoretical or possible risk.

The ISOC has expanded by adding several additional contract personnel to help develop better

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monitoring and incident response tools, and to secure the common IT infrastructure. The ISOC moved from 690 Kipling to a new and larger downtown location to accommodate this growth. This expansion is critical to the sound functioning of the ISOC, which protects

the State's information by monitoring traffic on the MNT core by identifying and stopping malicious code. Use the attached link to see what other [security benefits](#) are afforded to our customers by the ISOC. ☀

## Emergency Service Access Increases

Wireless access for emergency service responders throughout Colorado is greatly improved with the continued build out of the Digital Trunked Radio (DTR) project. In 2005 the DTR system received access to \$30 million grant funding through the Department of Local Affairs, Colorado Wireless Interoperability Network (CWIN) program. The grant funded 64 new sites across the State, significantly improving the system cover-



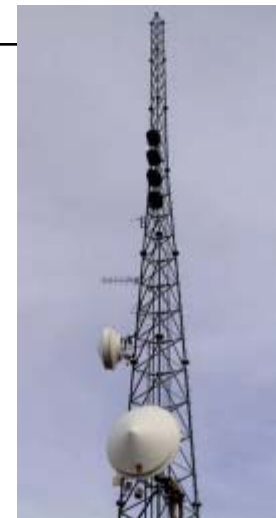
Building a "WIN site" at the "Last Dollar" site near Telluride. Photos provided by J.D. Curto of ▲ Grand Junction.

age in areas that previously had poor or no coverage.

Today, there are 116 Digital Trunked Radio (DTR) sites operating throughout Colorado. 12 of the 64 CWIN funded sites have already been constructed and activated with another 28 scheduled by the end of 2006. The system currently supports over 430 State, local, tribal and federal agencies and approximately 24,000 radios.

This growth is phenomenal considering state funding for DTR construction was eliminated for a number of years due to budget shortfalls. The DTR project actively solicited grant subsidies to keep the project alive and to continue service to emergency providers.

The DTR project was started in 1991 to provide an interoperable statewide wireless system for direct communications between agencies that absolutely must communicate during times of emergency. DTR supports wireless voice and data communications on a single integrated system. The project replaces multiple disparate obsolete radio systems operated by State agencies and is available to all levels of governments that choose to participate in this new technology. ☀





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## Sno-Cats For Tower Maintenance

DPA's Tower Services program received two new Sno-Cats last winter to help with maintenance efforts in Colorado's mountainous terrain. The average age of DPA's Sno-Cats had been over 27, which is well beyond their "useful life" of 20 years. The existing fleet of Sno-Cats includes ten such older vehicles. The intent is to replace two Sno-Cats per year, over the next five years. DPA is recommending that the costs for these vehicles ultimately be funded through the standard Common Policy allocation for Communications Services expenditures. DPA's DTR program provides communications to



▲ Two new "sno-cats" arrive for Satellite Tower Maintenance

first responders where minutes may mean the difference between life and death. Towers must remain operational no matter what the weather conditions, or where they are located, even if high atop our Colorado Rocky Mountains. ☀



▲ Greg Lym (left) and Dimitri Sangster handling Service Center responsibilities.

## New Ticketing System Operational

DoIT retired its old trouble ticketing system, which has been in use since the 1980s, and is using Remedy's Consolidated Service Desk Solution for tracking requests regarding service problems or requested changes. This upgrade provides a more comprehensive help desk solution to staff and customers. You may call our Service Center at (303) 239-4357 (Help) or email them at [DoIT-CS.ServiceCenter@state.co.us](mailto:DoIT-CS.ServiceCenter@state.co.us) to request assistance with reporting problems or changes associated with DoIT services. ☀

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## Big Savings With PBX Phone Service Contract

**D**PA negotiated a new 5-year contract for State agencies operating PBX (Private Branch Exchange) phone service for Primary Rate Interface (PRI) ISDN that saves the State close to 40% over the prior cost associated with this PBX service. A PBX is a private telephone network used within an enterprise. Users of a State PBX share phone lines to make telephone calls outside of their agency. ☀

## Server Housing And Hosting

**D**oIT currently houses or hosts approximately 350 servers for various state agencies. Requests for server housing and hosting continue to grow.

**Server housing** provides for the placement and connection of customer-owned servers on the computer room floor plus the installation of an operating system for customer-owned servers and firewall protection for the customer-owned equipment.

**Server hosting** adds the provision of the server hardware, installation and maintenance of the operat-



**Don Wisdom,  
Service Team Manager**

## Lowry Redevelopment Authority Records

**A**rchives staff is working with the Lowry Redevelopment Authority to develop a comprehensive records retention plan for records generated during the planning and redevelopment of Lowry Air Base.

The Lowry Redevelopment Authority (LRA) is a non-profit, quasi-public organization established by the Cities of Denver and Aurora to redevelop the

former Lowry Air Force Base using the Lowry Community Reuse Plan. The LRA serves as master planner and developer of the 1,866-acre site with responsibility for zoning, infrastructure improvements and real estate sales. It will disband when the redevelopment is completed. The LRA's mission is to create a mixed-use, master planned community in metropolitan Denver.

Please visit the [State Archives and Records Retention website](#) for more information on their services. ☀

ing system, administration of the server to provide level 1 and 2 support for the server and OS, and up to 10 hours per year of one-on-one technical support. DoIT handles data site security and system backup and recovery. Maintenance includes product fixes and enhancements, and performance monitoring. Customers may also add installation, maintenance,

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and level 2 support for application software, and up to 20 hours per year of one-on-one technical support if desired.

**All tiers** provide a complete server environment (conditioned and uninterruptible power, full climate control), 100 mbps switched Internet access, raised floor/rack support, and KVM support. Database housing and hosting services provide the central manage-

ment of the hardware, software and system administration to support databases of all sizes and complexities. DoIT offers Oracle, and MySQL server database systems with multiple environment levels, including production, test, and development.

Use the [linked form](#) or call the Service Center at (303) 239-4357 (Help) to order server or hosting services. ☀

## DoIT Contacts

The main office for the Division of Information Technologies (DoIT) is located at 690 Kipling Street, Lakewood, Colorado 80215. You may call or email [DoIT's Service Center](#) for assistance (303) 239-4387 (HELP) or Toll Free at (877) 632-2487

For further information on issues outlined in these publications you may contact any of the following DoIT managers at the main telephone number listed above or email your questions or comments to the appropriate subject matter experts at:

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